



Inspection Day

The Practice was inspected by the Care Quality Commission (CQC) on the 18th April 2016 as part of the national programme of GP inspections. The CQC is the independent regulator of health and social care services in England; their objective was to ensure Appletree provides our patients with safe, effective, compassionate and high quality care.

After a presentation from the Practice the inspectors spoke to members of the Patient Participation Group (PPG), followed by discussions with patients who had appointments on the day. Staff members were interviewed and shadowed. Management and Doctors were questioned on Practice processes and challenged to evidence how they deal with different issues/situations.

After a 9 hour grilling, the inspectors left the Practice with their notes and the Appletree team sat back exhausted but happy they had done their best to demonstrate how the Practice operates under the CQC's 5 Key Lines Of Enquiry (KLOE); Safe, Effective, Caring, Responsive and Well-Led.

The CQC will take approximately 2 months to write up the report and feed back to both Practice and patients. The Practice will be rated under each KLOE along these lines:



Outstanding

The service is performing exceptionally well



Good

The service is performing well and meeting our expectations



Requires Improvement

The service isn't performing as well as it should and we have told the service how it must improve.



Inadequate

The service is performing badly and we've taken action against the person or organisation that runs it.

The Practice would like to thank all patients who met the inspectors on the day. Also thanks to the PPG members who attended. Information will be published on the website and digital screens once the Practice is informed of their rating.



Patient Participation Group (PPG)

The PPG's aim is to ensure that the Practice puts the patient, and improving health, at the heart of everything it does. The next meeting is on July 27th 2016, all patients of Appletree are welcome.



The practice now has
public Wi-Fi in the
waiting room.

NHS-CSN-Public

Right Patient, Right Clinician

The Practice is currently doing a lot of work around the need to get “the right patient in front of the right clinician”; and that is not always a GP. In time this will allow the doctors to deal with the more complex patient issues and optimize the skills of other clinicians at Appletree. As part of this drive we have recently appointed two new clinicians.



Heidi Hill - Advanced Clinical Practitioner

Heidi deals with patients with long term chronic illnesses, often visiting them in their own homes (if housebound). She helps manage their conditions to help avoid further hospital admissions. She can prescribe medication and make referrals to the hospital if she feels necessary.



Kath Webb - Clinical Pharmacist

Kath will be seeing patients with medication queries or annual medication reviews. She will have appointments at Duffield Surgery and also deal with medication changes from hospital discharge letters.



Please do not be offended when the receptionist asks you for a brief outline of your problem. They are trying to book you an appointment with the most appropriate clinician for your problem. Many of our nurses can prescribe medication and deal with chest infections, raised blood pressure, hayfever, migraines, rashes etc, the list goes on..... If you give the receptionist a brief outline, they can help advise you on the most appropriate clinician to see.

Are you a carer?

Why not come along to one of our Carer's Forums. The aim is to provide a support group, listen to your problems and concerns and wherever possible point you in the right direction to find answers. So far we have had speakers from such as Derbyshire Carers' Association and Social Services, speaking on topics such as 'Care Allowances' and 'Assessment Criteria'. Other speakers are planned for the future.

The next forum is at the Surgery on **Wednesday 15th June 2016 at 1.00 - 2.30 pm**

Sign up to receive this newsletter at www.appletreemedical.co.uk

In March, the surgery held a tea party for a small group of elderly patients who live alone and have difficulty getting out.



June Mendham - our Care Co-ordinator organised transport, supplied tea, coffee and cakes and introduced the group to each other.

Friendships were formed and laughs were shared, with some arranging future get togethers.

If you would like to get involved and organise your own tea party, please call Jackie Lowery on 01332 840 672 or go to www.contact-the-elderly.org.uk.